

INTERNATIONAL LONG DISTANCE (LD)

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International Long Distance services allow State employees to place international calls.

Product Features and Descriptions

Feature	Description
International Long Distance Access	Authorized access to place international calls.

Rates and Billing

Feature	Description	Base Rate
International LD Usage	Access to International Long Distance Service	Cost Plus 10%

Ordering and Provisioning

All telephone service requests must be in writing. Please forward management approved email requests to the DTS Telecom Order Desk at ITSORDERBOX@UTAH.GOV (See Customer Responsibilities).

DTS Responsibilities

DTS will submit an order request on the behalf of the customer to the vendor under contract. DTS will also ensure the order is filled to customer specifications and in a timely manner.

Agency Responsibilities

Agency will provide management approved requests for international calling service on behalf of the employee to the Telecom Order Desk at ITSORDERBOX@UTAH.GOV.

Review monthly billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied